

## **Role: Consultant IT Expert – System Analyst**

- Work closely with the Program Manager and stakeholders to analyze business processes, system requirements, and user needs for effective program execution.
- Gather, document, and validate system requirements, ensuring alignment with program objectives and stakeholder expectations.
- Assist in designing technical workflows, system architecture, and functional specifications for digital solutions within the program.
- Act as a liaison between business teams, IT developers, financial institutions, and technology partners to ensure seamless system integration.
- Support the development and implementation of on-bill financing mechanisms, integrating them into the digital platform in collaboration with stakeholders.
- Work closely with DISCOs, financial institutions, and regulatory bodies to ensure technical compatibility and compliance with industry standards.
- Collaborate with the IT team in developing, testing, and deploying the program, ensuring functionality, scalability, and security.
- Oversee the integration of application processing, verification mechanisms, and financial transactions into the platform.
- Ensure end-to-end testing, identifying technical issues, user experience challenges, and system performance improvements.
- Develop test plans, conduct UAT (User Acceptance Testing), and validate system fixes before rollout.
- Develop and maintain program dashboards, reports, and data analytics tools for monitoring progress, user engagement, and performance indicators.
- Conduct data-driven analysis to track system performance, identify trends, and suggest optimizations.
- Support decision-making by providing regular technical and analytical insights to senior management.
- Identify potential operational, technical, and regulatory risks in system workflows and propose mitigation strategies.
- Ensure data security, confidentiality, and compliance with national regulations, cybersecurity standards, and donor requirements.
- Monitor financial disbursements and system transactions to prevent fraud and ensure transparency.
- Maintain detailed system documentation, user manuals, and process workflows for reference and continuous improvement.
- Train stakeholders on system usage, digital processes, and troubleshooting methodologies.
- Identify gaps in the current system, recommend process enhancements, and ensure smooth adoption of new features.

### **Qualification and Experience:**

- Bachelor's or Master's degree in Computer Science, Information Systems, Business Analytics, Engineering, Public Policy, Social Science or a related field.
- 5+ years of experience in system analysis, business process mapping, and IT project coordination.

- Strong understanding of government processes, regulatory compliance, and financial frameworks.
- Experience with digital platforms, CRM systems, and workflow automation.
- Proficiency in project management tools (JIRA, Trello, MS Project) and Agile/Waterfall methodologies.
- Familiarity with financial technology (FinTech), regulatory compliance, and cybersecurity best practices.